



# TRICARE<sup>®</sup>

## *Your Military Health Plan*

### Introduction to TRICARE

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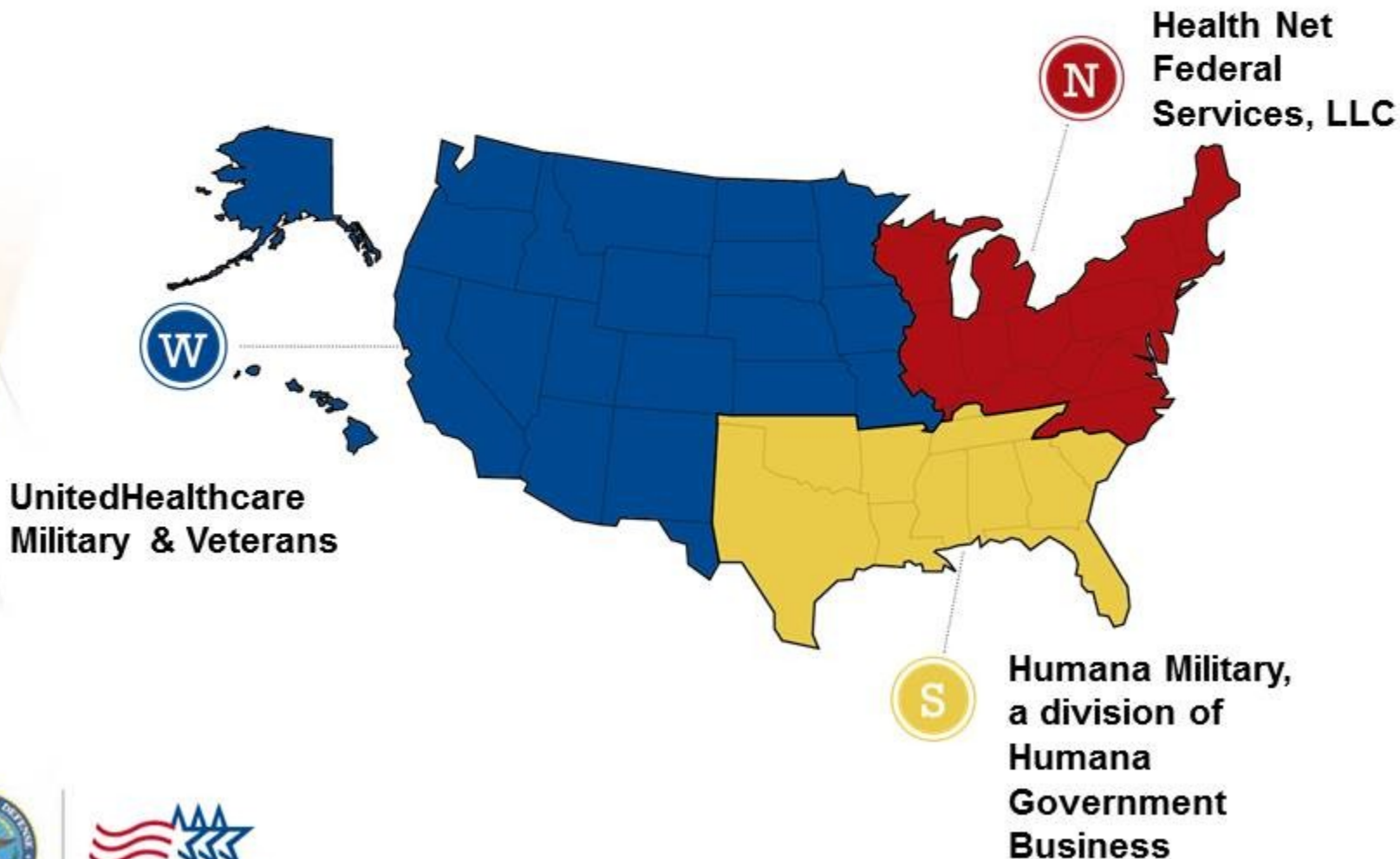


Updated May 2014

What Is TRICARE?

## TRICARE Stateside Regions

TRICARE is available worldwide and managed regionally.



What Is TRICARE?

## TRICARE Overseas Program

The TRICARE Overseas Program is managed through three geographic areas.



### Latin America and Canada

Canada, the Caribbean Basin, Central and South America, Puerto Rico, and the U.S. Virgin Islands

### Eurasia-Africa

Africa, Europe and the Middle East

### Pacific

Asia, Guam, India, Japan, Korea, New Zealand, and Western Pacific remote countries





## What is TRICARE?

# The Affordable Care Act

- With TRICARE, you and your family have minimum essential coverage required under the Affordable Care Act, as long as you:
  - Maintain your TRICARE program option (*including staying up to date on payments for premium-based plans*).
  - Keep your DEERS information up to date.
- Minimum essential coverage must be in place by January 1, 2014. Most people who do not meet this provision of the law will be required to pay a fee for each month they do not have adequate coverage. This fee will be collected with your 2014 tax returns.
- Should you lose your TRICARE coverage at any time, you can find other health care coverage options at **[www.healthcare.gov](http://www.healthcare.gov)**.
- For more information, visit **[www.tricare.mil/aca](http://www.tricare.mil/aca)** or call your TRICARE regional contractor.



## Other Important Information

# TRICARE and Other Health Insurance

- TRICARE serves as the last payer to all other health benefits and insurance plans, except for Medicaid, TRICARE supplements, the Indian Health Service, and certain other federal and state programs.
- If you have other health insurance (OHI):
  - Fill out your regional contractor's *TRICARE Other Health Insurance Questionnaire*: **[www.tricare.mil/forms](http://www.tricare.mil/forms)**.
  - Follow the referral and authorization rules for your OHI.
  - Tell your provider about your OHI and TRICARE.
  - Show your provider your insurance card.



## TRICARE Eligibility Updating DEERS

- Keep your contact information up to date:
  - Online: **<http://milconnect.dmdc.mil>**
  - Phone: 1-800-538-9552
  - Fax: 1-831-655-8317
  - By visiting a uniformed services ID card-issuing facility:  
**[www.dmdc.osd.mil/rsi](http://www.dmdc.osd.mil/rsi)**
  - More information: **[www.tricare.mil/deers](http://www.tricare.mil/deers)**
- Remember to register in/update DEERS whenever there is a change in the family (*e.g., marriage, birth, adoption, divorce, death*) or when you move.



## TRICARE Eligibility

# Beneficiary Categories

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The TRICARE program options available to you are based on where you live and your beneficiary category. TRICARE has five main beneficiary categories:

- Active duty service members (ADSMs)
- Active duty family members (ADFMs)
- Retired service members and their family members
- National Guard and Reserve members (*inactive*) and their family members
- Survivors, certain former spouses, and others





## TRICARE Eligibility

# Family Member Eligibility

Relationship	Benefits
Spouses and Dependents	<ul style="list-style-type: none"><li>• Eligible for TRICARE benefits</li></ul>
Unmarried Children	<ul style="list-style-type: none"><li>• Until reaching age 21 (<i>or age 23 if enrolled in a full-time course of study at an approved institution of higher learning and if the sponsor provides more than 50 percent of the financial support</i>), until reaching age 26</li><li>• Retain eligibility after parents divorce or remarry</li></ul>
Dependent Parents	<ul style="list-style-type: none"><li>• Eligible for care at MTFs on a space-available basis only</li><li>• May be eligible for care at select MTFs through TRICARE Plus</li><li>• Eligible for TRICARE pharmacy options with Medicare Parts A and B</li></ul>
Former Spouses	<ul style="list-style-type: none"><li>• Eligibility based on years of marriage</li><li>• For more information, contact the DMDC Support Office: 1-800-538-9552.</li></ul>





## TRICARE Young Adult (TYA)

- Available to qualified unmarried, adult-age dependents of TRICARE-eligible sponsors who are:
  - At least age 21 (*or age 23 if previously enrolled in a full-time course of study at an approved institution of higher learning and if the sponsor provided over 50 percent of the financial support*), but have not yet reached age 26
  - Not eligible to enroll in an employer-sponsored health plan
  - Not otherwise eligible for TRICARE program coverage

For TRICARE Young Adult (TYA) eligibility, cost, and enrollment information, and to download the *TRICARE Young Adult Application* (DD Form 2947), visit **[www.tricare.mil/tya](http://www.tricare.mil/tya)**.



## TRICARE Eligibility Survivor Eligibility



Relationship	Benefits	
	Active Duty Family Members	National Guard and Reserve Family Members
Surviving Spouse	<ul style="list-style-type: none"><li>• Eligible for TRICARE benefits until remarriage</li><li>• First three years: ADFM coverage</li><li>• After three years: Same coverage as a retiree family member</li></ul>	<ul style="list-style-type: none"><li>• <b>TRICARE Reserve Select:</b> Eligible up to six months from date of sponsor's passing</li><li>• <b>TRICARE Retired Reserve:</b> Eligible until the sponsor would have turned 60</li></ul>
Surviving Children	<ul style="list-style-type: none"><li>• Eligible for TRICARE benefits as ADFMs until they age out, marry, or otherwise lose TRICARE eligibility</li></ul>	<ul style="list-style-type: none"><li>• <b>TRICARE Reserve Select:</b> Eligible up to six months from date of sponsor's passing</li><li>• <b>TRICARE Retired Reserve:</b> Eligible until the sponsor would have turned 60 or until they age out, marry, or otherwise lose TRICARE eligibility</li></ul>



## TRICARE and Medicare Eligibility

### Dual Eligibility

- TRICARE beneficiaries who are entitled to Medicare Part A (*inpatient services*), regardless of the reason, **must** have Medicare Part B coverage (*outpatient services*) to remain eligible for TRICARE.
- Exceptions:
  - ADSMs and ADFMs
  - Beneficiaries who have purchased TRICARE Reserve Select or TRICARE Retired Reserve, and those enrolled in the US Family Health Plan or TRICARE Plus at their military hospital or clinic

Contact the Social Security Administration (SSA)  
or Medicare for more information:

1-800-772-1213 ♦ [www.ssa.gov](http://www.ssa.gov)  
1-800-MEDICARE ♦ [www.medicare.gov](http://www.medicare.gov)





## DEERS Registration and New-Child Coverage

- Register your child in DEERS as soon as possible:
  - Obtain a birth certificate or record of adoption.
  - Apply for your child's Social Security number.
  - Sponsor must submit an *Application for Uniformed Services Identification Card/DEERS Enrollment (DD Form 1172)*.
- If eligible, enroll your child in TRICARE Prime within 60 days:
  - TRICARE Prime coverage is automatic for 60 days if another family member is enrolled.
  - TRICARE Standard and TRICARE Extra coverage is automatic from days 61 to 365.
- Children of TRICARE Standard and TRICARE Extra beneficiaries are automatically covered under TRICARE Standard and TRICARE Extra once they are registered in DEERS.





## Benefit Information: TRICARE Prime Options

### TRICARE Prime®

TRICARE Prime is a managed care option, meaning most of your care is provided by a primary care manager (PCM) dedicated to your care. Enrollment is required for TRICARE Prime options.\*

Program	Description
TRICARE Prime	Available to active duty service members (ADSMs) and their families, retired service members and their families, survivors, certain former spouses, and others living near a military treatment facility (MTF) or areas within the TRICARE network

\* ADSMs must enroll in either TRICARE Prime or TRICARE Prime Remote.



## Benefit Information: TRICARE Prime Options

### TRICARE Prime Remote

TRICARE Prime is a managed care option, meaning most of your care is provided by a primary care manager (PCM) dedicated to your care. Enrollment is required for TRICARE Prime options.\*

Program	Description
TRICARE Prime Remote (TPR) and TRICARE Prime Remote for Active Duty Family Members (TPRADFM)	Available to ADSMs who live <b>and</b> work in remote locations ( <i>more than 50 miles or a one-hour drive from a military treatment facility</i> ) and family members residing with them

\* ADSMs must enroll in either TRICARE Prime or TRICARE Prime Remote.



## TRICARE Prime Remote Options

- TRICARE Prime Remote (TPR) is similar to TRICARE Prime, but is available to ADSMs living and working in remote locations.
- TRICARE Prime Remote for Active Duty Family Members (TPRADFM) is available to eligible active duty family members, including survivors, who live at the TPR-enrolled sponsor's address.
- Enrollment is required and beneficiaries receive care from TRICARE network providers (*or a TRICARE-authorized provider if a network provider is unavailable*).
- There are no annual enrollment fees for ADSMs and ADFMs enrolled in TPR or TPRADFM.





## TRICARE Program Coverage

### Eligibility

You may be eligible for TPR or TPRADFM if you are:

- An ADSM who lives **and** works more than 50 miles (*or an hour's drive time*) from a military hospital or clinic
- An ADFM who lives with a TPR-enrolled sponsor, or a transitional survivor
- A National Guard and Reserve member called or ordered to active service for more than 30 consecutive days who lives and works in a TPR-qualifying location
- A family member of a National Guard or Reserve sponsor who is called or ordered to active service for more than 30 consecutive days and who lives with a TPR-enrolled sponsor **at the time of activation**





## Medical Coverage **TRICARE Prime®: Enrollment**

- Enroll via the Beneficiary Web Enrollment site at:  
**[www.dmdc.osd.mil/appj/bwe](http://www.dmdc.osd.mil/appj/bwe)**
- Fill out the *TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager (PCM) Change Form* (DD Form 2876) for your region:  
**[www.tricare.mil/forms](http://www.tricare.mil/forms)**

**Note:** TRICARE Prime is available to beneficiaries living in PSAs in the United States and areas near military hospitals or clinics overseas.



TRICARE PRIME ENROLLMENT, DISENROLLMENT, AND PRIMARY CARE MANAGER (PCM) CHANGE FORM		OMB No. 0720-0008 GSA approval expires July 31, 2012
<p><b>PLEASE DO NOT RETURN YOUR FORM TO THE ABOVE ORGANIZATION. RETURN COMPLETED FORM TO THE APPROPRIATE ADDRESS BELOW.</b></p>		
<p><b>PRIVACY ACT STATEMENT</b></p> <p><b>AUTHORITY:</b> 10 U.S.C. 1079 and 1086, 38 U.S.C. Chapter 17, 32 CFR 159.17, and E.O. 9367 (SSN), as amended.</p> <p><b>PRINCIPAL PURPOSE(S):</b> To obtain information necessary to permit individuals to enroll, disenroll, or change their provider in TRICARE Prime, TRICARE Prime Remote, or the Uniformed Services Family Health Plan, as requested by the individual.</p> <p><b>ROUTINE USE(S):</b> Information collected may be used and disclosed generally as permitted under 45 CFR Parts 160 and 164, Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Rules, as implemented by DoD 6025.15-R, the DoD Health Information Privacy Regulation. In addition to those disclosures generally permitted under 5 U.S.C. 552(a)(3) of the Privacy Act of 1974, as amended, the DoD "Blanket Routine Uses" under 5 U.S.C. 552(a)(3) apply to this collection. A complete listing of the routine uses permitted under 5 U.S.C. 552(a)(3) is published at <a href="http://oigp.defense.gov/privacy/2006/06/06/blanket_routine_uses.html">http://oigp.defense.gov/privacy/2006/06/06/blanket_routine_uses.html</a>. Collected information may be shared with the Departments of Health and Human Services, Homeland Security, and Veterans Affairs, and other Federal, State, local, or foreign government agencies, private business entities, including entities under contract with the Department of Defense and individual providers of care, or matters relating to eligibility, claims pricing and payment, fraud, program abuse, utilization review, quality assurance, peer review, program integrity, third-party liability, coordination of benefits, and civil or criminal litigation.</p> <p><b>DISCLOSURE:</b> Voluntary, however, your failure to provide all the requested information may result in the denial of the request to enroll, transfer, or terminate your TRICARE Prime health plan coverage.</p>		
<p><b>APPLICATION OPTIONS</b></p>		
<p><b>ONLINE:</b> You may electronically complete, submit and print a copy of your enrollment, disenrollment or change online by logging into the Beneficiary Web Enrollment (BWE) website at <a href="http://www.tricare.mil/bwe">http://www.tricare.mil/bwe</a>. The BWE website is not available to beneficiaries in overseas areas.</p>		



## TRICARE Program Coverage

# Primary Care Manager

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- TPR and TPRADFM enrollees will receive most care from a primary care manager (PCM).
- Your PCM will:
  - Provide preventive services and care for routine illnesses or injuries
  - Coordinate access to urgent care
  - Manage referrals to specialists or hospitals, if needed
- If more than one network PCM is available, you may choose the PCM you prefer.
- If no network PCM is available, you may use a TRICARE-authorized provider.



## Routine Care

- Routine care includes general office visits for the treatment of symptoms, chronic or acute illnesses and diseases, and follow-up care for an ongoing medical condition.
- Routine care also includes preventive care services to help keep you healthy. You will receive most of your routine or primary care from your PCM.
- Visit **[www.tricare.mil/coveredservices](http://www.tricare.mil/coveredservices)** for more information.

**Note:** ADSMs always require referrals for any civilian care, including clinical preventive services, mental health care, and specialty care (*except for emergency services*).





## Specialty Care

- PCMs coordinate care with the regional contractor.
- For ADSMs, the regional contractor refers all specialty care requests to the Reserve and Service Member Support Office, Great Lakes (R&SMSO), which reviews the request and assesses if the ADSM needs a fitness-for-duty determination.
- For more information, contact the R&SMSO at **1-888-647-6676**.
- Specialty care referrals for TPRADFM are managed by the regional contractor, not the R&SMSO.
- When referred for specialty care more than 100 miles from your PCM's office, you may be eligible for travel reimbursement.





## Emergency and Urgent Care

- In an emergency, call 911 or go to the nearest emergency room.
  - Your PCM must be notified within 24 hours or on the next business day following admission to coordinate ongoing care and to ensure you receive proper authorization.
- Urgent care must be coordinated with your PCM and/or provider.
  - If not, POS fees will apply.



## TRICARE Program Coverage

### Point-of-Service Option for Family Members

- The TRICARE point-of-service (POS) option gives you the freedom, at an additional cost, to receive nonemergency health care services from any TRICARE-authorized provider without a PCM referral.

Charges	Individual	Family
POS deductible per fiscal year (FY) (October 1–September 30) for outpatient care only	\$300	\$600
POS cost-share for outpatient care	50% of TRICARE-allowable charge after annual POS deductible is met	
POS cost-share for inpatient care	50% of TRICARE-allowable charge after annual POS deductible is met	
Any additional charges by nonparticipating providers	The beneficiary is responsible for payment. Nonparticipating providers in the United States can charge up to 15% above the TRICARE-allowable charge for services.	



## TRICARE Program Options

### US Family Health Plan (USFHP)

- TRICARE Prime option
- Available in six service areas across the country
- USFHP participants are not eligible for health care or pharmacy services at MTFs
- For more information:
  - Visit **[www.usfhp.com](http://www.usfhp.com)**
  - Call 1-800-74-USFHP (1-800-748-7347)



Benefit Information: Other TRICARE Programs

## TRICARE Standard and TRICARE Extra

Other TRICARE programs allow you to see any TRICARE-authorized provider for care.

Program	Description
TRICARE Standard and TRICARE Extra	Option for active duty family members (ADFMs), retired service members and their families, survivors, certain former spouses, and others who are <b>not eligible</b> for TRICARE Prime based on location <b>or</b> prefer additional freedom to choose their provider





## TRICARE Costs Annual Deductible



Maximum	Active Duty Family Members and TRICARE Reserve Select	Retirees, Their Families, and All Others
Annual Deductible	TRICARE Prime: <b>\$0</b>	TRICARE Prime: <b>\$0</b>
	TRICARE Standard and TRICARE Extra: Pay grade E-4 and below: <b>\$50</b> per individual; <b>\$100</b> per family	TRICARE Standard and TRICARE Extra: <b>\$150</b> per individual; <b>\$300</b> per family
	Pay grade E-5 and above: <b>\$150</b> per individual; <b>\$300</b> per family	
	Family members of National Guard and Reserve members called or ordered to active service for more than 30 consecutive days in support of a contingency operation: <b>\$0</b>	



## TRICARE Costs Covered Services



Covered Service	Active Duty Family Members and TRICARE Reserve Select	Retirees, Their Families, and All Others
Outpatient Mental Health Care	TRICARE Prime: <b>\$0</b> copayment per visit	TRICARE Prime: <b>\$25</b> per individual visit; <b>\$17</b> per group visit
	TRICARE Standard: 20% after the annual deductible is met	TRICARE Standard: 25% after the annual deductible is met
	TRICARE Extra: 15% after the annual deductible is met	TRICARE Extra: 20% after the annual deductible is met



## Other Important Information

# Priority for Access to Military Treatment Facility Care

1	ADSMs, including National Guard and Reserve members on active duty status for more than 30 consecutive days
2	ADFMs enrolled in a TRICARE Prime option
3	Retired service members, their dependents, and all others enrolled in a TRICARE Prime option
4	ADFMs <b>not</b> enrolled in a TRICARE Prime option and TRS beneficiaries
5	Retired service members and their dependents <b>not</b> enrolled in a TRICARE Prime option, TRR beneficiaries, and all other eligible beneficiaries <b>not</b> enrolled in a TRICARE Prime option





## Benefit Information

# TRICARE Pharmacy Program

Pharmacy Option	Formulary Drugs		Non-Formulary Drugs
	Generic	Brand Name	
MTF Pharmacy (up to a 90-day supply)	\$0	\$0	Not Applicable
TRICARE Pharmacy Home Delivery (up to a 90-day supply)	\$0	\$13	\$43
Retail Network Pharmacy (up to a 90-day supply with three copays)	\$5	\$17	\$44

Express Scripts, Inc. Web site: [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE)  
Phone number: 1-877-363-1303



## Behavioral Health Care Services

TRICARE behavioral health care services are available for you and your family:

- **Emergency services:** Required when an individual considers himself or herself, or is perceived by others, to be an immediate risk to self or others. Call **911** or go to the nearest emergency room.
- **Outpatient services:** Provided without an overnight stay, including the first eight visits to a network provider for a medically diagnosed and covered condition per fiscal year (*October 1–September 30*).
- **Inpatient services:** Require an overnight stay (*e.g., substance use rehabilitation programs*).

**Note:** ADSMs must have a referral and prior authorization before seeking nonemergency behavioral health care outside of a military hospital or clinic.



## Other Important Information

### **Annual Catastrophic Cap**

- Limits the amount of out-of-pocket expenses a family will pay for TRICARE-covered medical services
- Applies to all covered services, including annual deductibles, pharmacy copayments, TRICARE Prime enrollment fees, and other cost-shares, based on TRICARE-allowable charges
- \$1,000 total for ADFMs and TRS beneficiaries
- \$3,000 per family for all other beneficiaries
- TRICARE pays beneficiaries' portion of the TRICARE-allowable amount for all covered services for the rest of the fiscal year when catastrophic cap is met
- Point-of-service (POS) charges and additional non-network provider charges not counted toward cap





## Staying Covered When Moving

- ADSMs must be enrolled in a TRICARE Prime option.
- Do **not** disenroll from TRICARE Prime or TRICARE Prime Remote. Your current coverage will continue until your enrollment transfer is completed after you arrive at your new location.
- Verify your current information in the Defense Enrollment Eligibility Reporting System (DEERS).
- Inform your current regional contractor about your upcoming move.
- Learn about TRICARE options in your new location.



## TRICARE Benefit at Your New Location

# TRICARE Prime and TRICARE Prime Remote

- TRICARE Prime:
  - Available near a military treatment facility (MTF) and other areas with established TRICARE networks, or in areas where the US Family Health Plan (USFHP) is offered
- TRICARE Prime Remote (TPR) and TRICARE Prime Remote for Active Duty Family Members (TPRADFM):
  - Available to ADSMs who live and work in remote locations (*more than 50 miles from an MTF*) and eligible family members residing with them
  - Find out if you live in a remote area at [www.tricare.mil/TPRZipCode](http://www.tricare.mil/TPRZipCode).



## Active Duty Dental Program

- Active duty service members (ADSMs) must seek care at a military dental treatment facility (DTF) if within 50 miles.
- The Active Duty Dental Program (ADDP), administered by United Concordia®, is available to ADSMs who either:
  - Receive referrals from military DTFs to receive care from civilian dentists
  - Live and work in a remote location  
(*more than 50 miles from a military DTF*)
    - Appointment Control Number (ACN) required to make an appointment





## Getting Care Through ADDP

- **Non-remote** (*within 50 miles of a DTF*): Get a *Referral Request Confirmation* from a military dentist.
- **Remote**: Fill out an *Appointment Request Form* to obtain an ACN. This form is available at [www.addp-ucci.com](http://www.addp-ucci.com).
- Three ways to make an appointment (*must be with a network dentist*):
  - Have your military DTF make the appointment for you (*non-remote only*).
  - Contact an ADDP Dental Care Finder at 1-866-984-2337.
  - Schedule the appointment yourself.



## TRICARE Dental Program (TDP)

- A voluntary, premium-based DoD dental program. The benefit is administered by MetLife®
- Available to eligible:
  - Active duty family members and legal dependents
  - Selected Reserve and Individual Ready Reserve members and their families
  - Transitional survivors
  - Surviving family members
- Provided in both stateside and overseas service areas



## TRICARE Dental Program Enrolling in TDP

Three ways to enroll:

- **Online:** Visit [www.tricare.mil/bwe](http://www.tricare.mil/bwe) to access the Beneficiary Web Enrollment (BWE) portal.
- **Phone:** Stateside: 1-855-MET-TDP1 (1-855-638-8371)  
Overseas: 1-855-MET-TDP2 (1-855-638-8372)  
TDD/TTY: 1-855-MET-TDP3 (1-855-638-8373)
- **Mail:** Send the *TDP Enrollment Authorization* form and initial premium payment to:

TRICARE Dental Program  
Enrollment and Billing Services  
P.O. Box 14185  
Lexington, KY 40512

- To get an enrollment form, visit the BWE portal.





## TRICARE Costs

# TRICARE Dental Program (TDP)

Sponsor Status	Sponsor-Only	One Family Member	More Than One Family Member	Sponsor and Family
Active Duty	N/A	\$10.96	\$32.89	N/A
Selected Reserve of the Ready Reserve	\$10.96	\$27.40	\$82.23	\$93.19
Individual Ready Reserve	\$27.40	\$27.40	\$82.23	\$109.63

**NOTE: New Rates as of February 1, 2015**

**One Family Member - \$11.30**

**More Than One Family Member -**

**\$33.88**



## TDP Payment Information

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### Making Payments for TDP:

- The first month premium must be paid by credit card or check.
- Ongoing premiums can be paid via payroll allotments. Individuals not able to pay using this method can opt for electronic funds transfer or credit card payments.
- For detailed TDP cost information, visit [www.tricare.mil/costs](http://www.tricare.mil/costs).



## Other Important Information

# TRICARE Self-Service Options Online

You can manage your TRICARE benefit at home or on the go. Visit the Secure Login page at **[www.tricare.mil/securelogin](http://www.tricare.mil/securelogin)** to:

- Manage your enrollment
- Make a fee or premium payment
- Check your claim, referral, or prior authorization status
- Update contact information in DEERS

... and **much more!**





## Self-Service Options Online

# DS Logon

**DS Logon:** Available to those without a CAC or myPay PIN (*such as family members*) to allow access to secure health care information

- Sponsor can obtain DS Logons for self and family by:
  - Logging on to **<https://myaccess.dmdc.osd.mil>**
  - Visiting a Veterans Affairs (VA) Regional Office



The screenshot shows the DS Logon login interface. At the top right, there is a blue bar with a "Help Center" link and a user profile icon. The main content area is divided into three columns. The first column is for "DS LOGON" (Department of Defense Self-Service), featuring input fields for "DS Logon Username" and "DS Logon Password", links for "Forgot DS Logon Username?" and "Forgot DS Logon Password?", and a "Login" button. The second column is for "CAC" (Common Access Card), showing a sample CAC image and a "Login" button. The third column is for "DFAS myPay PIN" (Defense Finance and Accounting Service), featuring input fields for "MyPay Login Id" and "MyPay Password", links for "Forgot DFAS MyPay Login Id?" and "Forgot DFAS MyPay Password?", and a "Login" button. At the bottom, there is a section for users who need a DS LOGON, with buttons for "Register", "Activate", and "Upgrade", each with a help icon. The "Register" button is circled in red.



## Many TRICARE-Related Sites Accept DS Logon

- Health Net Federal Services, LLC (Health Net)—North Region
- Humana Military, a division of Humana Government Business (Humana Military)—South Region
- UnitedHealthcare Military & Veterans (UnitedHealthcare)—West Region
- TRICARE For Life
- myTRICARE (claims processor)
- TRICARE Dental Program
- TRICARE Retiree Dental Program
- RAPIDS Self Service
- TRICARE Online
- Defense Manpower Data Center's (DMDC's) Reserve Component Purchased TRICARE Application
- Beneficiary Web Enrollment (BWE)
- milConnect



## Other Important Information

# Accessing TRICARE Correspondence on milConnect

- You will now get benefit notifications from the Defense Manpower Data Center by e-mail instead of postal mail.
- Your e-mail notifications will direct you to milConnect where you can securely access your personal information.
- If you do not have an e-mail address on file or if you opt out, you will receive a postcard in the mail directing you to milConnect when benefit changes occur.





## Self-Service Options Online

# milConnect—<http://milconnect.dmdc.mil>

- **milConnect** is a Web application provided by DMDC. Sponsors, spouses, and eligible family members (*age 18 and older*) can access personal information, health care eligibility, personnel records, and other information in a central location.

The screenshot shows the milConnect website, powered by DMDC. The header includes the milConnect logo and navigation links: Home, Q & A, About Us, Contact Us, and Help. The main content area features a description of milConnect as a web application for accessing personal and health information. Below this is a 'Breaking News' section with updates on the Patient Protection and Affordable Care Act and pay information. A 'Sign In' section on the right highlights the 'Sign Up' button for sponsors, which is circled in red. The 'Quick Links' section lists various services like Transfer Education Benefits, Update Address, and eCorrespondence. At the bottom, there are links to the Veterans Crisis Line and Safe Helpline. The footer lists various military and civilian services, including Air Force, Army, Navy, and Public Health Service, as well as DMDC and TRICARE resources.



## milConnect—Once you log on, you can securely ...

- Update contact information in DEERS
- View current health care enrollments and manage TRICARE enrollments
- Locate the nearest military ID card-issuing facility
- View personnel information
- Obtain proof of insurance if currently in a TRICARE program
- Find answers to frequently asked questions about health care eligibility
- **Also:** Transfer education benefits to eligible family members, view ID cards, view Servicemembers' Group Life Insurance information (*except Marine Corps and Coast Guard*)





## Self-Service Options Online

# Your TRICARE Regional Contractor: Health Net

The screenshot shows the Health Net TRICARE website. At the top, the Health Net logo (with 'H<sup>n</sup>' in a circle) and 'FEDERAL SERVICES' are on the left. The TRICARE logo (a star with wavy lines) is in the center. On the right, there are links for 'My Account', 'En Español', 'Size A A A', and a Facebook icon. Below these is a navigation bar with 'Welcome Log In or Register' (circled in red), a search bar with a 'Go' button, and a main menu with links: HOME, ENROLLMENT, AUTHORIZATIONS, CLAIMS, COVERED SERVICES, WELLNESS, and RESOURCES. Below the menu is a breadcrumb trail: 'HNFS.COM > Beneficiary'. The main content area is divided into three columns. The left column has two sections: 'Find a ...' with a list of links (Doctor or Health Care Provider, New Primary Care Manager (PCM), Military Hospital or Clinic, Covered Benefit, Copayment or Cost-Share Amount, Common Term or Acronym) and 'I Need to ...' with links (Get Authorization or Referral Status, Check Authorization or Referral Requirements, Learn About TRICARE Plans). The middle column features a large image of a woman looking at a laptop, with the heading 'TRICARE North for Beneficiaries' and 'Self-Service Tools' with a link 'Log In to Get Started'. Below this is a paragraph about walk-in service at TRICARE Service Centers and a link to 'News and Updates'. The right column has two sections: 'Frequently Asked Questions' with a list of questions and a 'More >>' link, and 'TRICARE Enrollment Options for ...' with a list of categories (Active Duty Service Members and Their Families, National Guard and Reserve and Their Families, Retirees and Their Families).

Health Net<sup>®</sup> FEDERAL SERVICES

TRICARE<sup>®</sup>

My Account | En Español | Size A A A | f

Welcome Log In or Register Search  Go

HOME ENROLLMENT AUTHORIZATIONS CLAIMS COVERED SERVICES WELLNESS RESOURCES

HNFS.COM > Beneficiary

**Find a ...**

- Doctor or Health Care Provider
- New Primary Care Manager (PCM)
- Military Hospital or Clinic
- Covered Benefit
- Copayment or Cost-Share Amount
- Common Term or Acronym

**I Need to ...**

- 🔒 Get Authorization or Referral Status
- Check Authorization or Referral Requirements
- Learn About TRICARE Plans

**TRICARE North for Beneficiaries**

**Self-Service Tools**  
*Log In to Get Started*

Walk-in service at TRICARE Service Centers located within the 50 United States ended April 1, 2014. Did you know many tasks, such as enrolling, changing your primary care manager or checking eligibility can be done online? Use the links on the right and left columns to get started. Some features require a DS Logon for access.

**News and Updates**

**Frequently Asked Questions**

- Who is my primary care manager?
- What if I need to be seen today?
- What do I do if I've moved?
- How do I change the doctor on my referral?
- More >>

**TRICARE Enrollment Options for ...**

- Active Duty Service Members and Their Families
- National Guard and Reserve and Their Families
- Retirees and Their Families





## Self-Service Options Online

# Your TRICARE Regional Contractor: Humana Military

The screenshot displays the Humana Military TRICARE website. At the top, the Humana Military logo is on the left, and the TRICARE logo is on the right. A navigation bar contains links for Beneficiary, TRICARE Plans, Enrollment, Health & Wellness, Tools & Resources, and Find a Provider. Below the navigation bar is a Google Custom Search box. The main banner features a family photo and text encouraging users to manage their health care plan online or on the phone, with a link to watch a TRICARE TV episode. A red circle highlights the 'Self Service' section on the right, which includes 'Log In' and 'Register Today' buttons. Below the banner is a 'TRICARE Web Resources' section with a carousel of four categories: Self-Service, Enrollment, TRICARE Plans, and Tools & Resources. To the right of the carousel is a 'Highlights' section featuring a woman's photo and a link to the 'Standard Beneficiary Newsletter 2014'. Further right is a 'Quick Links' section with a list of services including Communication Preferences, Claims, Health & Wellness, TRICARE Forms, MyActiveHealth, Make a Payment, Relocating?, Behavioral Health, TRICARE Briefings, Phone Menu, and Shortcut Guide.

**Humana Military.** **TRICARE®**

Beneficiary | TRICARE Plans | Enrollment | Health & Wellness | Tools & Resources | Find a Provider

Home » Beneficiary

Google™ Custom Search **Go**

Find out how you can quickly and easily manage your health care plan online or on the phone.  
[Watch this episode of TRICARE TV](#)

**Self Service**  
**Log In**  
**Register Today**

**TRICARE Web Resources**

**Self-Service**  
Get access to: make a payment, change your PCM, verify your eligibility, check referrals, claims and much more.

**Enrollment**  
Payment options, online enrollment, changing your Primary Care Manager (PCM), updating DEERS.

**TRICARE Plans**  
Plan and program information on TRICARE Prime, Extra & Standard, National Guard & Reserve, Warrior Navigation & Assistance Program.

**Tools & Resources**  
TRICARE forms, newsletters, handbooks, brochures, useful links, disaster planning and more.



**Highlights**  
Previous Next  
**Standard Beneficiary Newsletter 2014**  
The Beneficiary Newsletter will keep you up to date with changes and valuable information about TRICARE.  
[Learn More](#)

**Quick Links**  
Communication Preferences  
Claims  
Health & Wellness  
TRICARE Forms  
MyActiveHealth  
Make a Payment  
Relocating?  
Behavioral Health  
TRICARE Briefings  
Phone Menu  
Shortcut Guide



## Self-Service Options Online

# Your TRICARE Regional Contractor: UnitedHealthcare




Contact Us | Help

Search

Search


Home | Beneficiaries | Providers | Government | Find a Provider | About





Overview


**Overview**


**Secure Content**


 [My Eligibility](#)


 [My Referrals and Prior Authorizations](#)

 [My Claims](#)

 [My Deductibles](#)

 [My Other Health Insurance](#)

 [My Profile](#)

 [Make a Payment](#)

**Resources**

[2014 TSC Closures](#)

[Affordable Care Act](#)

[Behavioral Health Programs](#)

[Case Management Program](#)

[Claims](#)

[Disease Management Program](#)

[Enrollment](#)

[Find a Form](#)

[Healthy Lifestyle](#)

[Help Guides](#)

[National Guard and Reserve](#)

DS Logon is a preferred secure login for those who qualify

**DS Logon**

[Don't have a DS Logon?](#)

[Register Now](#)


uhcmilitarywest.com Logon for those without a DS Logon

**uhcmilitarywest Logon**


[Don't have a uhcmilitarywest.com Logon?](#)


[Register Now](#)

**Getting Started**


 Download the


[Welcome Packet](#) (871kb)

 Update [DEERS](#)

 Update your TRICARE

[Plan Enrollment](#)

 [Change Your PCM](#)


 Enroll in Automatic

[Recurring Payments](#)


**Latest News**

[Department of Defense Announces New Policy Forthcoming for Autism Benefits](#)


**Popular Topics**

 [ABA Pilot](#)

Applied Behavior Analysis (ABA) Pilot program...

 [TRICARE Newsletters](#)

Current and archived newsletters



**Men Get Depressed Too! What You Can Do About It**



# Questions?

## For Information and Assistance

### Stateside Regional Contractors

#### TRICARE North Region

Health Net Federal Services, LLC  
1-877-TRICARE (1-877-874-2273)  
[www.hnfs.com](http://www.hnfs.com)

#### TRICARE South Region

Humana Military, a division of  
Humana Government Business  
1-800-444-5445  
[Humana-Military.com](http://Humana-Military.com)

#### TRICARE West Region

UnitedHealthcare Military & Veterans  
1-877-988-WEST (1-877-988-9378)  
[www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)

### General Contact Information

TRICARE Web Site: [www.tricare.mil](http://www.tricare.mil)

Contacts: [www.tricare.mil/contacts](http://www.tricare.mil/contacts)

Reserve and Service Member Support Office,  
Great Lakes: [www.tricare.mil/mmso](http://www.tricare.mil/mmso)

### Overseas Regional Contractor

International SOS Assistance, Inc.  
[www.tricare-overseas.com](http://www.tricare-overseas.com)

#### Eurasia-Africa:

+44-20-8762-8384 (*overseas*)  
1-877-678-1207 (*stateside*)

#### Latin America & Canada:

+1-215-942-8393 (*overseas*)  
1-877-451-8659 (*stateside*)

#### Pacific:

Singapore: +65-6339-2676 (*overseas*)  
1-877-678-1208 (*stateside*)  
Sydney: +61-2-9273-2710 (*overseas*)  
1-877-678-1209 (*stateside*)

### Connect with TRICARE Online!



[www.tricare.mil/media](http://www.tricare.mil/media)



# Thank You For Your Service!